

# THE MARIANIST PROVINCE OF THE UNITED STATES

## POSITION DESCRIPTION

**TITLE:** Front Desk Receptionist

**FLSA:** PRN per diem or as needed position of less than 20 hours per week.

**Reports To:** Coordinator of Guest Services

**LOCATION:** Bergamo Center, Dayton, OH

**GENERAL SUMMARY:** Answers the phone and directs phone calls to the appropriate person or takes a message. Enters data accurately and timely on required forms. Check in and out guests. Assists guests with any questions or problems. Ensures that all guest needs and hospitality services are furnished to groups as agreed. Provides accurate communication of information between guests and the Bergamo staff. Report any maintenance problems to the Custodial/Housekeeping Supervisor.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Check guests in and out, check registration forms as guests arrive and leave, give guests Bergamo fact sheets, and explain checkout times and keys. Collect payment from guests as necessary.
2. Operate switchboard, transfer calls, take accurate messages when necessary and see that they are delivered in a timely fashion.
3. Provide small amenities for guests such as making change, selling cross necklaces, giving directions, providing pamphlets on Bergamo activities and grounds.
4. Work with housekeeping and custodial personnel reporting and receiving information, updating forms, and arranging for requests by guests.
5. Refer sales inquiries to appropriate personnel.
6. Implement safety or evacuation plans in case of emergencies, such as fire, tornado, and bomb threat.
7. Call Mount St. John Facilities for assistance after normal office hours in case of maintenance emergency.
8. Perform and carry out duties listed on the front desk daily checklist.
9. Completes required paperwork and computer updates during the shift.
10. Communicates any guest updates or concerns with the Guest Services Coordinator.
11. Performs basic office functions such as: filing, organizing, keeping detailed and accurate records, and typing.
12. Perform other duties or projects at desk as assigned by the Executive Director, Coordinator of Guest Services, or other administrative staff members.

The Front Desk Receptionist must perform all duties in the manner consistent with the Mission Statement of Bergamo Center. Evaluation of the performance will be based on the fulfillment of the above duties efficiently and accurately with the proper professionalism and as they represent the mission and goals of Bergamo Center for Lifelong Learning.

### **QUALIFICATIONS AND EXPERIENCE:**

1. Receptionists must be in school or have a high school diploma or equivalent.
2. Position demands constant contact with the public and the receptionist must be guest-service oriented. Receptionists should be friendly, courteous, good listener, welcoming, patient, and willing to put requests of guests first.
3. Must be able to use basic office equipment such as switchboard, computer with Google suite of applications, and copy machine.
4. Adaptable to various situations and functions along with good reasoning skills. Able to perform under pressure.
5. Training and certification in First Aid, CPR/AED and food handling safety (i.e., ServSafe)
6. Ability to handle multiple tasks simultaneously.
7. Possesses strong reading, writing, mathematical, and oral communication skills. Can communicate in a clear and articulate voice.
8. Communication skills to interact with management, associates, subordinates, vendors, and guests.
9. Employee authorizes direct deposit of pay.
10. Reliable transportation to and from work is essential.

**PHYSICAL DEMANDS:** Frequently sitting yet be on feet up to 50% of the time. Lifting up to twenty-five pounds.

Job descriptions are not intended, nor should be construed, to be all-inclusive lists of all responsibilities, skills, efforts or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from jobs and to assign other duties as necessary.

### **SIGNATURES**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_